

To: Hanson, Brooke[Hanson.Brooke@epa.gov]
From: Grantham, Nancy
Sent: Tue 9/1/2015 8:25:36 PM
Subject: FW: call center status
GKM Call Script (7).docx
RE: public hotline for Gold King Mine release incident
FW: Gold King Mine budget

Can you call me at your convenience .. have another question. Thanks ng

From: Hanson, Brooke
Sent: Sunday, August 30, 2015 10:41 AM
To: Grantham, Nancy; Gray, David
Subject: call center status

Hi Nancy, David,

Below is the current status of the call center. I'm happy to answer any follow-up questions or contribute to further conversations.

Call Center

1. SRA (HQ contractor) is currently handling incoming calls. SRA refers calls to regional POCs if they cannot be answered via the call script. A number of EPA staff plus SRA contractors have access to the SharePoint site set up by Region 6 for tracking calls.
2. The current call script is attached. A regional POC is still needed for Region 8; please see attached email correspondence, "RE: public hotline for Gold King Mine release incident."
3. I am waiting for language from the well testing contractor on site in Durango regarding well testing results. As soon as he sends this information, I will provide an updated call script to the contractor.
4. Please note that the well testing information is accurate through 9/7; then a decision needs to be made on how we are handling this activity.
5. Please see attached email regarding the funding status of the hotline, "FW: Gold King Mine budget."

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If there are any questions, please let me know.

Thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

(202) 564-0037